



**TotalEnergies**

TotalEnergies Marketing Kenya PLC

**GUIDE & MANUAL**

**GM-TKEN-GOUV-02**

Rev :00

Effective date : 04/2022

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## STAKEHOLDER RELATIONSHIP GUIDE

### Purpose:

The purpose of this Quality Guide and Manual is to contribute to the acceptability of the Company's operations and its ambition to be recognized as a responsible energy player providing concrete solutions to local societal challenges.

Knowledge of the societal context (sensitivity of the socio-economic and cultural environment), the impacts related to the operations, and location of the entity or affiliate, is an essential prerequisite for the responsible management of stakeholder relationships.

The Group's integration in the locations where it operates is based on three levers:

- Regular dialogue with stakeholders
- Responsible management of negative impacts related to its operational activities
- Contribution to local socio-economic and cultural development.

Societal risk management also involves establishing a grievance management process available to stakeholders.

### Application :


This Quality Guide and Manual is applicable to all stakeholders, except for employees and commercial partners, where relevant and is subject to compliance with locally applicable laws and regulations.

NB: The requirements applicable to employees and commercial partners are identified and communicated and they are required to comply with them.

Date	Author	Checked by	Validated by
04/2022	Risk and Gouvernance Manager	Legal Manager	Strategy & Corporate Affairs Director
			

Discipline : GOUV

Owner: TMK/GOUV

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### 1 - Reference documents

- DIR-TMK-01-Health,Safety,Environment and Quality Directive ;
- GM-TKEN-HSEQ-05-HSE Manual
- CR-GR-HSE-412

### 2 -Definitions – Abbreviations

**TMK:** TotalEnergies Marketing Kenya Public Limited Company.

### 3 -Guideline

TotalEnergies Marketing Kenya (TMK) Plc values the strong relationship we have with our individual and institutional shareholders, who continue to believe in and support our vision and remain a loyal and steadfast group. TMK strives to develop a long-term mutually positive relationship with all shareholders, built on trust and dialogue.

The TMK Management, in liaison with the Board of Directors, undertakes to:

▪ **Be available and responsive**

A dedicated service is available to answer your questions. We process your e-mails and letters within three working days if they are sent by e-mail to us at [info@totalenergies.ke](mailto:info@totalenergies.ke) or by post at the following address:

TotalEnergies Marketing Kenya Plc  
 Strategy & Corporate Affairs Department  
 Regal Plaza, 6<sup>th</sup> Avenue Parklands, Limuru Rd  
 P.O. Box 30736-00100  
 Nairobi, Kenya



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## **STAKEHOLDER RELATIONSHIP GUIDE**

### ▪ **Provide you with quality communication**

Transparency and fair treatment of all our shareholders are the principles that guide our actions. We make sure that you are regularly informed, with a preference for digital media to reduce our carbon footprint:

> Useful information is posted in the Company's Website - <https://totalenergies.ke/about-us/shareholder-information>.

> **We publish the Company's financial statements (half-year and Annual), in the Company's website** - <https://totalenergies.ke/about-us/shareholder-information>.

We ensure that all your queries and our written answers to you are traceable, in compliance with legislation on the protection and confidentiality of your personal data.

### ▪ **Forge close ties with you**

We organize the TotalEnergies Marketing Kenya Plc Annual General Meeting (AGM), a key moment of democracy and shareholder dialogue of the Company every year. We also ensure timely and full exercise of shareholders' rights and lawful interests at the AGM and other fora.

## **4 -Record of Revisions**

Revision No	Revision Date	Section Affected	Description of Change
00	New Document	N/A	N/A



